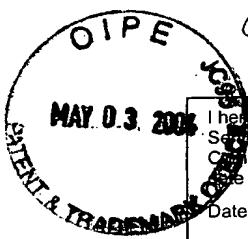


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I hereby certify that this correspondence is being deposited with the U.S. Postal Service with sufficient postage as First Class Mail, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.

Dated: April 29, 2004 Signature: April M. Mayo
(April M. Mayo)

Docket No.: OYJALO 3.3-011
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:	:
Paakki et al.	:
Application No.: 10/089,022	: Group Art Unit: 1731
Filed: March 25, 2002	: Examiner: M. S. Alvo
For: PROCESS FOR PREVENTING SCALING OF HEAT TRANSFER SURFACES	:

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

COMMUNICATION

Dear Sir:

On Thursday, April 22, 2004, and Friday, April 23, 2004, April M. Mayo, Esq., attorney for Applicants, left messages for Examiner Alvo regarding a reference that was incorrectly cited and provided with the Office Action dated March 18, 2004. In the Notice of References ("Notice"), the Examiner cited to and provided a copy of U.S. Patent No. 6,438,390, entitled "Plural Status Indication Control Method For Use In a Communication Device," which issued to Awan. However, in the Notice, the Examiner indicated that the inventor of U.S. Patent No. 6,438,390 was Snekkenes et al. Additionally, the Examiner relied upon Snekkenes to support several rejections cited in the Office Action. Because the reference accompanying and identified on the Notice were incorrect, and no further indication of the appropriate reference was cited in the Office

Action, Applicants were unable to proceed with analyzing and addressing the Examiner's rejections.

On April 26, 2004, the Examiner contacted Ms. Mayo, and apologized for his delay in returning the telephone messages. He indicated that he had been on vacation the week of April 19-23, 2004. Although he provided the appropriate reference number corresponding to Snekkenes, he stated that unless he received a request in writing, he would not issue a new Official Action.

Applicants therefore respectfully request that the Examiner reissue an Official Action setting forth the proper reference upon which several rejections are based. Moreover, in view of the fact that Applicants are located in Finland; the unavoidable delay in the Examiner's response to our telephone messages; and, a desire to avoid the payment of a one-month extension of time due to an error that was not created by Applicants, Applicants respectfully request that the Examiner also reset the deadline for responding to the Office Action.

Dated: April 29, 2004

Respectfully submitted,

By April M. Mayo
April M. Mayo
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